



SHERNELL FARROW

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Summary

Dependable and customer service oriented professional with a dynamic healthcare industry training. Accustomed to working in environments where accuracy and accountability are essential. Follows policies, procedures and guidelines to ensure consistent quality. Maintains and safeguards privacy and confidentiality. Well-organized, manages time and priorities in multi-task environments. Actively participates in learning opportunities and adapts to new environments. Team player who performs at high levels of productivity in fast-paced environments. Microsoft Office Suite / MS Excel; MS Word; MS PowerPoint.

Enthusiastic client services professional with strong background directly interfacing with industry customers. Well-versed in products, services and consumer trends. Dependable achiever committed to holding highest ethical standards and maintaining customer trust.

Skills

- Basic Coding Skills for ICD / CPT
- Third Party
- Medicare
- Medicaid
- HMO
- PPO
- CMS-1500 Claim Form
- Billing Cycle Claims Appeal Process
- Medical Administrative Assistant
- Medical Terminology
- Patient Processing
- Patient Registration
- Medical Laws & Ethics
- Medical Records Management
- Release of Information
- HIPAA Compliance
- Medical Transcription
- Office Accounting
- Anatomy & Physiology
- Meaningful Use
- ICD-9
- ICD-10
- Paperwork processing
- Blood collection
- Venipuncture
- Patient confidentiality
- Patient preparation
- Specimen preparation
- HIPAA compliance
- Sanitation and sterilization
- Medical records maintenance
- HIPAA
- Sample and specimen collection
- Medical terminology
- Patient care

Experience

Arise(Agero) | Florida

Customer service Representative

01/2021 - 10/2024

- Respond to customer questions
- Professionally process outbound sales and/or customer service
- Offer up-sells and cross-sells to callers
- Maintain company and client confidentiality
- Answered customer inquiries and provided accurate information regarding products and services.
- Provided excellent customer service to resolve customer complaints in a timely manner.
- Gathered customer feedback through surveys and used the data to improve customer service.

Crew Atlanta | Atlanta, GA

Assistant

08/2019 - 01/2021

- Preparing and delivering daily call sheets that describe the scenes being filmed and the actors and items needed
- Making sure actors get their makeup and costumes
- Announcing when each shoot starts and ends
- Identifying issues that occur during filming and communicating those to the director or producer
- Running errands and gathering supplies
- Ensured office equipment was operational, stocked with supplies and maintained in a clean condition.

Pulaski State Prison | Hawkinsville, GA

Correctional Officer

03/2016 - 05/2020

- Maintained order within the institution and enforced rules and regulations
- Monitored the activities and supervised the work assignments of inmates
- Searched inmates and their living quarters for contraband, settled disputes between inmates, and enforced discipline
- Inspected the facilities and checked cells and other areas of the institution for unsanitary conditions, contraband, fire hazards, and any evidence of infractions of rules
- Conducted searches of inmates, cells, and prison grounds to detect contraband or illegal activities.
- Maintained order in the prison by monitoring inmate behavior and intervening when necessary.
- Enforced prison rules and regulations while maintaining a safe environment for inmates and staff.
- Performed security checks on visitors entering the facility as well as on packages being delivered to inmates.
- Provided guidance and counseling services to help inmates adjust to their new environment and develop life skills needed upon release from prison.

Bryant Nursing Home | Cochran, GA

Caregiver (Volunteer)

02/2011 - 02/2012

- Assisted clients with personal care services – oral care, bathing, grooming, mobility
- Provided companionship and medication reminders
- Planned, prepared, and served meals

Education and Training

Health Tech of Georgia | Warner Robins, GA

Phlebotomist

01/2024

- Continuing Education: Completed and passed state board and obtained certification

Ultimate Medical Academy

Associate of Science in Health Sciences – Medical Administrative Assistant

01/2019

- Dean's List

Bleckley County High School | Cochran, GA

High School Diploma

05/2012

Medicalexperience

Bryant Nursing Home, Cochran, GA, Caregiver (Volunteer), 02/11, 02/12, Assisted clients with personal care services – oral care, bathing, grooming, mobility., Provided companionship and medication reminders., Planned, prepared, and served meals.

Key Qualifications

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